



NS Supplier Code of Conduct



May 2026



1. Introduction

Our mission

'Together we'll make the Netherlands sustainably accessible. For everyone.' This is our mission and the guiding principle in everything we do. At NS, we believe in a livable world in which people continue to meet each other in person. We focus our social contribution on three themes: a liveable world, equal opportunities, and social interaction.

We cannot achieve our mission and strategy alone; we also need help from our suppliers.

Purpose

The purpose of this Supplier Code of Conduct is to clarify NS's position on supply chain responsibility. We expect from every company in the supply chain to respect human rights, minimise environmental impact, and conduct business with integrity and fairness.

We expect suppliers to integrate the principles in this document into their own operations and to ensure that all their employees, regardless of contract type or location, comply with them. It is also the responsibility of suppliers to ensure that their own suppliers are aware of and comply with these standards.

Our supply chain responsibility policy can be found on our website:

(<https://www.nsprocurement.nl/en/supply-chain-responsibility/>)

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2. Scope, principles and legislation



Scope

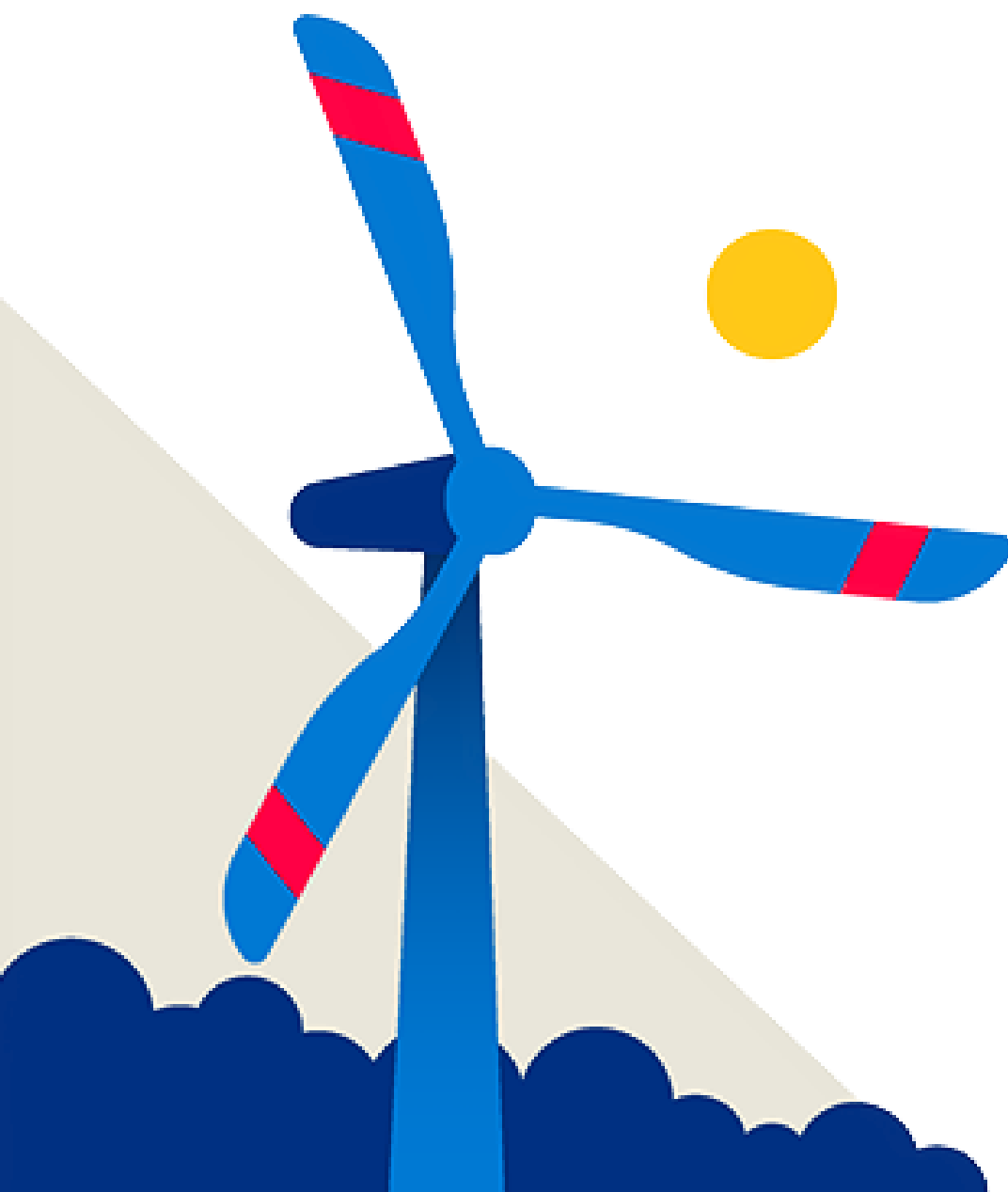
The NS Supplier Code of Conduct is an integral part of the contractual relationship with the supplier. This code of conduct describes the requirements that form the basis for NS cooperation with suppliers and corporate social responsibility. The supplier shall make every effort to inform all employees, subcontractors, suppliers, and/or other persons who are deployed in the context of the performance of the work about this code of conduct.

Principles

The NS Supplier Code of Conduct is based on the [United Nations Global Compact](#), the [OECD Guidelines for Multinational Enterprises](#), the [UN Guiding Principles on Business and Human Rights](#), the [International Labour Organization \(ILO\)](#) labour standards, and the [United Nations Universal Declaration of Human Rights](#).

Legislation

The supplier complies with all applicable local, national, and international laws and regulations. Furthermore, we expect the supplier to take responsibility for its own activities as well as for activities within its supply chain(s) and to conduct thorough due diligence in accordance with the OECD (Organisation for Economic Cooperation and Development) guidelines.





3. Working conditions and human rights

At NS, people come first. We respect the fundamental dignity and rights of every individual. We actively strive to prevent injury to our employees, contracted staff, and visitors by providing a safe and healthy working environment. We expect the same commitment from our suppliers and require them to comply with the safety and human rights standards outlined below within their supply chain. NS suppliers must respect fundamental human rights and labour rights as set forth in the guidelines and conventions of the International Labour Organization (ILO) and the United Nations Universal Declaration of Human Rights. **Our supplier:**

Safe and healthy work environment

- Complies with all applicable health and safety legislation.
- Ensures a safe and healthy working environment and provides employees with clear safety instructions.
- Optimises quality management and ensures that business processes are continuously improved.

No forced labour

- Does not, under any circumstances, make use of forced labour or (modern) slavery.
- Never requires employees to surrender government-issued identification documents, passports, or work permits as a condition of employment.

No child labour

- Firmly rejects child labour and acts in accordance with local legislation and the key ILO standards on child labour, including ILO Conventions 138 and 182.

No discrimination or harassment

- Does not tolerate discrimination based on characteristics such as age, race, ethnic background, religion, gender, sexual orientation, pregnancy, or disability.
- Ensures that every employee is treated with respect and dignity. No employee shall be subjected to physical, mental, or sexual intimidation or abuse.

Fair wages

- Pays its employees no less than the statutory minimum wage. If the minimum wage is insufficient, it strives to compensate its employees adequately to ensure a decent standard of living that meets basic needs.

Reasonable working hours

- Adheres to acceptable working hours. The working hours of our supplier must comply with national legislation and local industry standards.

Freedom of association

- Recognises and respects the right of employees to organise and join a trade union.

Local communities

- Commits to avoiding all negative physical, social, and environmental impacts and risks to local communities.





4. Environment

The growing pressure on natural resources and the impact of climate change pose significant risks to our world. NS is convinced that collaboration with suppliers is essential to manage resources responsibly and reduce our ecological footprint. Our ambition in this regard is to operate fossil-free, circular, and sustainable. **Our supplier:**

Protecting the environment

- Complies with all applicable environmental laws and regulations and ensures that all required permits are in place.
- Takes measures to reduce the negative environmental impact of its activities and explores opportunities to halt and reverse biodiversity loss, deforestation, and water scarcity.
- Informs NS of any non-sustainable elements in offers, goods, or services.

Greenhouse gas and energy reduction

- Measures its environmental impact where possible and sets targets for emission reduction, for example, based on the Science Based Targets initiative.
- Emits as few greenhouse gases as possible.
- Implements energy-saving measures and informs NS of opportunities to reduce energy consumption.

Biodiversity

- Contributes to the preservation of biodiversity and promotes greenery on its own premises.
- Does not supply goods that contribute to deforestation.

Circularity

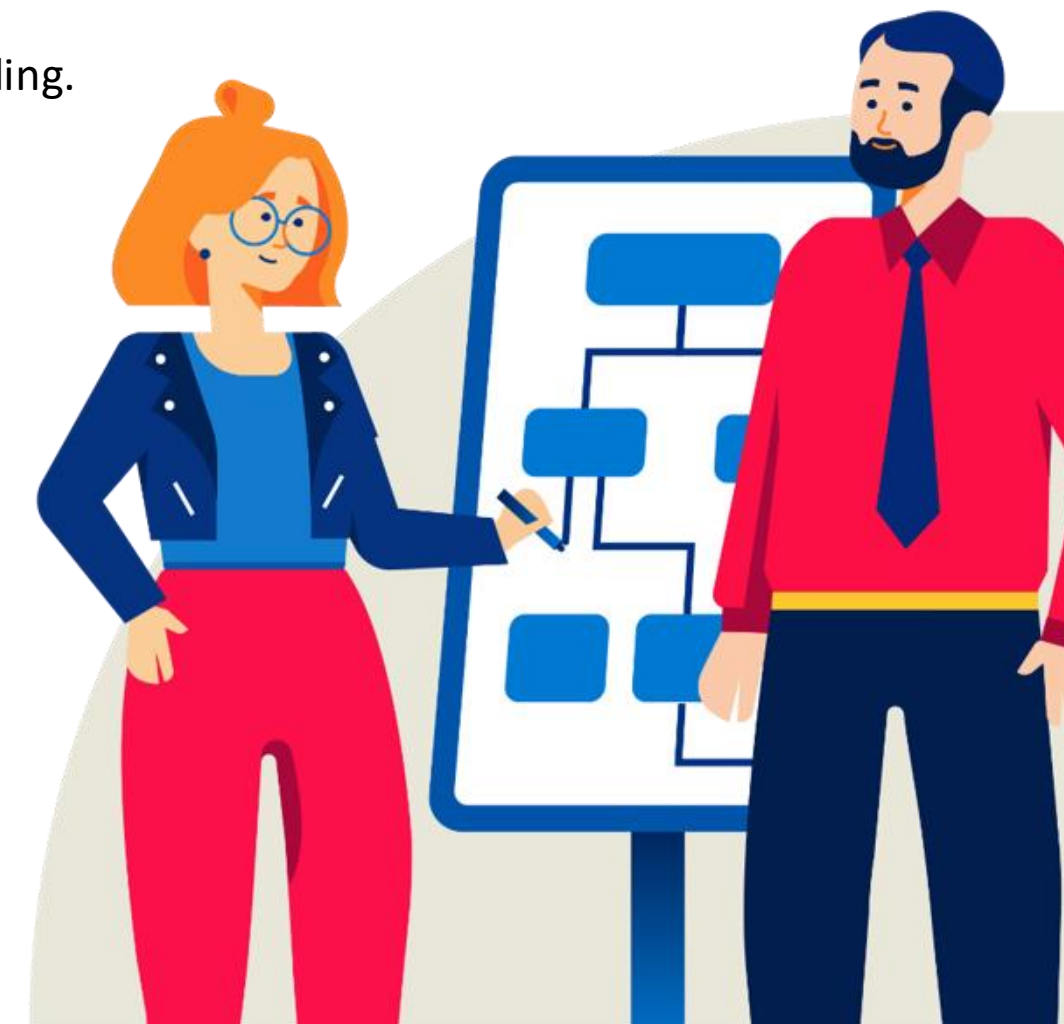
- Actively prevents waste and minimises the use of packaging materials.
- Uses as few (new) raw materials as possible and, where feasible, opts for renewable or recycled materials.
- Selects products that:
 1. are designed for a long service life;
 2. support reuse;
 3. are easy to dismantle for high-quality recycling.

Hazardous substances

- Shall minimise the use of hazardous substances as well as the consumption of scarce resources.

Animal welfare

- Ensures that, with regard to products and ingredients of animal origin, animals are not subjected to unnecessary suffering and are kept in adequate housing with sufficient access to clean drinking water, appropriate food, and care.





5. Integrity and fair business practices

We are committed to conducting business with integrity and fairness, in compliance with all applicable export control regulations, economic sanctions, embargoes, and other trade restrictions. We expect the same commitment from our supply chain and that they adhere to the following standards. **Our supplier:**

Fair competition

- Acts in accordance with the applicable competition law regulations.
- Does not make price agreements with competitors and does not coordinate bids or offers with competitors (bid rigging).
- Does not make agreements with competitors regarding the division of markets and customers.
- Does not exchange (future) pricing information with its competitors.

Anti-corruption

- Does not engage in corruption, exploitation, or embezzlement in any form.
- Complies with all relevant anti-corruption laws and regulations; not only in letter but also in spirit.

Trade and sanctions

- Adheres to all applicable trade and economic sanctions in all business activities, both in letter and in spirit.

No conflict of interest

- Ensures (proactively) that no conflict of interest arises between itself and NS. Decisions must be made in the best interest of NS, and the supplier must actively prevent being involved in situations that could create a conflict of interest.
- Discloses any conflicts of interest or situations that may appear to involve a conflict of interest to NS.

No money laundering

- Shall comply with all applicable anti-money laundering laws and implement the measures necessary to prevent money laundering activities.
- Pays NS exclusively with funds originating from legitimate sources.

Fair tax practices

- Fulfills all its obligations regarding the payment of taxes and social security contributions.





6. Privacy, information security and artificial intelligence (AI)

NS considers privacy, information security, and the responsible use of AI to be essential conditions for maintaining trust, integrity, and continuity in all its activities. Upholding these principles requires constant attention, diligence, and close collaboration with suppliers, who are expected to uphold the same high standards and responsibilities as NS. **Our supplier:**

Privacy

- Complies with all relevant laws and regulations concerning privacy and information security.
- Ensures that the privacy of employees, business partners, and customers is protected.
- Processes personal data only for the purposes for which it was collected.
- Has a documented policy for data confidentiality and data protection.
- Immediately notifies NS of any actual or suspected privacy breaches.

Information security

- Has or implements an appropriate information security management system in accordance with best practices within recognised information security frameworks.
- Shall immediately report all security incidents to NS and take all necessary measures to mitigate the consequences of such incidents.

Artificial intelligence (AI)

- Complies with all relevant laws and regulations regarding AI.
- Acknowledges and endorses the importance of the responsible use of AI.
- Does not use our data for any purposes other than with permission and in the interest of NS.
- Is transparent about how safe AI applications are ensured.





7. Compliance and grievance mechanism



Compliance

NS suppliers must at all times respect and comply with the NS Supplier Code of Conduct and allow NS to monitor such compliance. If they engage subcontractors or other suppliers, they must strive to ensure that these parties uphold comparable standards.

In the event of a breach of the Code, the supplier must immediately inform NS. NS provides support in case of difficulties with compliance. Breach of the Code may lead to termination of the collaboration, sanctions, legal action, and/or notification to authorities.

For reports concerning privacy, data protection, and information security, please contact your NS contact person or the NS Service Desk at telephone number 088 671 9999.

Audits

If NS deems it necessary, an audit may be conducted by NS. The supplier agrees to fully cooperate with this audit.

Grievance mechanism

NS encourages an open culture in which concerns about potential misconduct or complaints can be raised. If, as a supplier or other stakeholder, you suspect a violation, we request that you submit your concerns or complaints. The online [SpeakUp](#) reporting channel is intended for reporting concerns, potential misconduct, and breaches (anonymously if desired). All complaints are treated confidentially and assessed with due care.

NS expects its suppliers to implement a grievance mechanism and requests that they inform further links in their supply chain accordingly.

